

Fresca Group T/A Curious Fresh Fruit & Veg

Fresca Group is a UK registered company: 05307204

Privacy Policy

When you contact us or visit our websites, you trust us with your information. This Privacy Policy has been written to help you understand what information we collect, why we collect it and what we do with it.

This Privacy Policy explains:

- What information we collect.
- How we use that information.
- The choices you have and your rights, including how to access and update information.

1. Who we are and how you can contact us

When you are using our websites, Fresca Group T/A Curious Fresh Fruit & Veg is the data controller (referred to as “Curious”, “we”, “us” or “our” in this privacy notice). Our registered office is at The Fresh Produce Centre, Transfesa Road, Paddock Wood, Kent. TN12 6UT

When we refer to our website(s), we mean our website(s) at www.curiousfruitandveg.com

2. Where we collect your personal information from

We may collect, store and transfer personal information about you in the following ways:

Data you give to us:

- When you talk to us on the phone
- When you use our website
- When you email or send letters to us
- When you engage with us on social media, your social media username, if you interact with us through those channels
- If you take part in our competitions or promotions
- When you give us feedback, comments and product reviews
- When you send us photographs and images of yourself

Data we collect when you use our services:

Profile and usage data, including data we gather from the devices you use to connect to those services such as computers and mobile phones, using cookies.

- We use Google analytics to analyse traffic to this website to understand our visitors' needs and to continually improve our sites for them. We collect only anonymous, aggregate statistics. For example, we do not tie a specific visit to a specific IP address

- When you give us some feedback; and
- When you use our website or register to take part in any competition (including social media competitions)

Data from third parties we work with

- Any companies we supply to
- Social networks

3. Data we collect about you

We may collect, use store and transfer different kinds of personal information about you which we have grouped together as follows:

Identity data – name, username, marital status, title, photographs, date of birth and gender.

Contact data – billing address, delivery address, email address or telephone numbers, social media addresses.

Technical data – internet protocol (IP) address, your login data, browser type and version, time zone setting and location, browser plug-in types and versions, operating system and platform and other technology on the devices you use to access our website.

4. How we use your personal information

We are only allowed to use personal information about you if the law allows us to. We have set out in the table below the personal information which we collect from you, how we use it and the legal basis on which we rely when we use the personal information.

Most commonly, we will use your personal information in the following circumstances:

- Where we need to perform the **contract**, we are about to enter into or have entered into with you (for example, where we have agreed to send you certain products or services, we’ll collect your address details to deliver and we may pass them to our courier)
- Where we need to comply with a **legal or regulatory obligation** (for example, we pass on details of people involved in fraud or other criminal activity affecting us to law enforcement agencies)
- Where we can collect and process your data with your **consent** (for example, when you win one of our competitions and give us your address to send a prize to)

Purpose and activity	Type of data	Our lawful basis for processing including our legitimate interests (if applicable)
----------------------	--------------	--

<p>Details of interactions with us through email, letter, telephone or social media. Handling the information you sent enables us to respond.</p> <p>We may also keep a record of these to inform any future communication with us and to demonstrate how we communicated with you throughout.</p>	<p>full name, address, email address and copies of your communication with us</p>	<p>We do this on the basis of our contractual obligations to you and our legitimate interests in providing you with the best service and understanding how we can improve our service, products and business based on your experience.</p>
<p>If partaking in competitions on social media</p>	<p>Full name, social media profile, address, email address and date of birth. Winners will also send us their address for prize delivery.</p>	<p>When competition winners send us personal details over social media, these details will be deleted from our social media inbox within 7 days of the prize being despatched. Please refer to individual social media's Privacy Policy for how they handle data.</p>
<p>To use data analytics to improve our website, products/services, marketing, customer relationships and experiences.</p>	<p>Technical and usage data</p>	<p>This is necessary for our legitimate interests (to define types of customers for our products and services, to keep our website updated and relevant, to develop our business and to inform our marketing strategy).</p>

Cookies

You can set your browser to refuse all or some browser cookies, or to alert you when website set or access cookies. If you disable or refuse cookies, please note that some parts of this website may become inaccessible or not function properly. Our cookie policy is accessible on our website home page.

5. Who we share your personal information with

We may have to share your personal information with the parties set out below for the purposes set out in the table in paragraph 4 above.

- External Third Parties such as:
 - Operational companies such as delivery couriers based in the United Kingdom or EEA
 - Companies who we supply to if, for example, we are dealing with a complaint and need to work in partnership with this retailer

We require all third parties to respect the security of your personal information and treat it in accordance with the law. We do not allow our third-party service providers to use personal information for their own purposes and only permit them to process your personal information for specified purposes and in accordance with our instructions.

6. Third party links

Our website may include links to third party websites, plug-ins and applications. Clicking on those links or enabling those connections may allow third parties to collect or share data about you. We do not control these third-party websites and are not responsible for their privacy statements. When you leave our website, we encourage you to read the privacy notice or policy of every website you visit.

7. Data security

We have put in place appropriate security measures on our email accounts to prevent your personal information from being used or accessed in an unauthorised way, altered or disclosed. In addition, we limit access to your personal information to those employees and other third parties who have a business need to know. They will only process your personal information on our instructions and they are subject to a duty of confidentiality.

8. How long do we keep your personal information?

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying any legal, accounting or reporting requirements.

To determine the appropriate retention period for personal information, we consider the amount, nature and sensitivity of the personal information, the potential risk of harm from unauthorised use or disclosure of your personal information, the purposes for which we process your personal information and whether we can achieve those purposes through other means, and the applicable legal requirements.

9. Children

The website and our social media pages are not intended for children under the age of 16 and we do not knowingly collect data relating to children. We encourage parents and legal guardians to monitor their children's internet use.

10. Your rights

Under certain circumstances you have rights under data protection laws in relation to your personal information. Information about your rights are as follows:

Request access to your personal information (commonly known as a “data subject request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.

Request correction of the personal information. This enables you to ask us to delete or remove personal information where there is no good reason for us to continue processing it

You have the right to **object to processing** of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground as you feel it impacts on your fundamental rights and freedoms.

11. Making a complaint

Please let us know if you are unhappy with how we have used your personal information by contacting us at:

hello@curiousproduce.com

or writing to us at:

The Curious Team, The Fresh Produce Centre, Transfesa Road, Paddock Wood, Kent.
TN12 6UT